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JPW

Mail Stop ~~AMENDMENT~~
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Re: Application No: 10/741,797 Examiner: Rexford N. Barnie
Applicant(s): Thomas E. Creamer, Peeyush
Jaiswal, Victor S. Moore and Scott
L. Winters
Filing Date: 12/19/2003
Entitled: SUBSCRIBER SERVICE MANAGEMENT
Attorney Docket No. BOC920030111US1 (1082-15U)

Certificate of Mailing (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is being deposited with the United States Postal Service Post Office as first-class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date set forth below.

April 25, 2005

Peggy Shock

Signature

Date of Signature and Mail Deposit

Name of Person Signing

Sir:

Transmitted herewith is a Reply to the Office Action mailed January 25, 2005.

The following checked items are applicable:

_____ sheets of formal drawings, FIGS. _____.

A Terminal Disclaimer to Obviate a Double Patenting Rejection Over a Prior Patent is herewith enclosed, as well as the small-entity terminal disclaimer fee of \$65.00.

A Petition for Extension of Time and the small-entity extension fee of \$60.00 for filing a response within the first month is herewith enclosed.

Copy of Notice of Change of Correspondence Address is enclosed.

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent: 3	13	0	x \$ 200.00 =	\$ 0
Total: 13	3	0	x \$ 50.00 =	\$ 0
Multiple Dependent Claims (1st presentation)				+ \$ 360.00= \$ 0
SUBTOTAL ADDITIONAL FEE				\$ 0
Small Entity filing, divide by 2.				\$ 0
TOTAL ADDITIONAL FEE				\$ 0

The fee has been calculated above; enclosed is a check in the amount of \$

A self-addressed, stamped postcard for verification and receipt is enclosed.

The Commissioner is hereby authorized to credit overpayments or charge payment of any additional fees associated with this communication to Deposit Account No. 502104.

Date: April 25, 2005

Attorney of Record: Steven M. Greenberg
Registration No: 44,725
Customer No.: 46322

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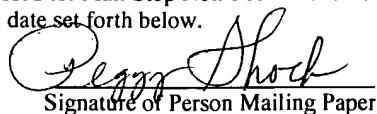


PATENT

Certificate of Mailing (37 C.F.R. 1.8(a))

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Peggy Shock
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A handwritten signature of "Peggy Shock".

April 25, 2005
Date of Deposit

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial Number: 10/741,797

Filing Date: 12/19/2003

Applicant(s): Thomas E. Creamer, et al

Entitled: SUBSCRIBER SERVICE MANAGEMENT

Examiner: Barnie, Rexford N.

Group Art Unit: 2643

Attorney Docket No.: BOC920030111US1 (1082-15U)

Mail Stop Amendment
Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Non-Final Official Action mailed January 25, 2005, Applicants hereby submit the following remarks and request for reconsideration.